

2006-222-C
2006-223-C
2000-520-C



210449
210450

April 21, 2009

Charles Terreni
Chief Clerk and Administrator
Public Service Commission of SC
101 Executive center Drive, Suite 100
Columbia, SC 29210

C. Dukes Scott
Executive Director
SC Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

Re: Quality of Service Reports for Hargray Telephone company, Inc., Bluffton
Telephone Company, Inc., and Hargray, Inc. for the quarter ended 03-31-2009.

Dear Sirs:

Please find the aforementioned Quality of Service Reports enclosed. We request that this information be kept confidential and not available for public inspection. Accordingly, please find enclosed a "confidential" (sealed envelope) and a "public disclosure" document for each company. A "public disclosure" copy of each report will be sent to the SC Office of Regulatory Staff.

Should you have any questions or concerns regarding the enclosed, please contact the undersigned directly at (843) 686-1256.

Sincerely,

Cissy Zareva
Cissy Zareva
Regulatory Assistant

Enclosure

RECEIVED

APR 22 2009

PSC SC
DOCKETING DEPT.

PUBLIC
DISCLOSURE

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANY


QUARTER / YEAR Q1 / 2009

Reporting Month	<u>JANUARY</u>	<u>FEBRUARY</u>	<u>MARCH</u>
Number of Customer Access Lines Provided:			
via Resale	___	___	___
via UNE-P	___	___	___
via Other Methods	___	___	___
Total Line Count	___	___	___
<u>Trouble Reports / Access Line (%)</u>	___	___	___
Objective: < 7%			
<u>Customer Out of Service Clearing Times(%)</u>	___	___	___
(Objective: > 85% w/in 24 hrs)			
<u>New Installs Completed w/in 5 Days(%)</u>	___	___	___
(Objective: > 85% w/in 5 working days)			
<u>Commitments Fulfilled(%)</u>	___	___	___
Objective: > 85%			

Explanation for Objectives Not Met: _____

Does your company use its own switching facilities
to provide services within South Carolina?

Person Making Report / Contact Information:


R. Drake